

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Leslie Starczewski

Work Phone: Unknown at this time as position is new.

2. Class Title (i.e. payroll title):

Records Management Coordinator 2

3. Working Title (if any):

IT Project Manager and City Records Manager

4. Name & Class of First-Line Supervisor:

Sarah Edgerton, CIO & IT Director

Work Phone:

5. Department, Division & Section:

Information Technology

6. Work Address:

210 Martin Luther King Jr. Blvd., Room 525

7. Hours/Week: 38.75

Start time: 7:30 a.m. End time: 4:00 p.m.

8. Date of hire in this position:

7/16/2017

9. From approximately what date has employee performed the work currently assigned:

3/15/2022

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10. Position Summary:

This is professional project management work leading or supporting complex automated management information systems for the City with an enterprise-wide focus. This is professional management work leading IT projects through budgeting, planning, implementation, and supporting documentation. This position also oversees the City's records management program. This work requires considerable judgment, discretion, and expertise to successfully implement, manage, and evaluate IT projects and initiatives at the agency level and is characterized by significant technical or project leadership that may include organizing and motivating a project team. Employee will work under general supervision of the IT Director, and operate with considerable independence in meeting established objectives.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

55% A. Project Management

1. Perform research, gather costing information, vendor quotes and recommend hardware and software based on current or new City technology standards.
2. Gather business needs and requirements and help turn those goals into concrete projects and detailed proposals
3. Oversee third-party software implementations: Identify and evaluate products, define requirements, participate in RFP process and contract negotiations, create project plans, and facilitate the management of projects.
4. Coordinate and implement security best practices and standards with vendors and IT staff in compliance with regulatory requirements and auditors.
5. Develop full-scale project plans and associated communications documents.
6. Proactively manage project-related issues, with particular emphasis on those that may affect the scope, schedule, and/or budget and devise contingency plans.
7. Develop implementation timeline in cooperation with customer and affected parties.
8. Ensure quality assurance and testing is performed.
9. Identify and resolve issues and conflicts within project teams.
10. Develop and produce system documentation, instructional and procedural manuals.
11. Provide education to department staff and customers by way of in-person discussions and written documentation.
12. Maintain effective and professional relationships with vendors and their technical support personnel.
13. Delegate tasks and responsibilities to appropriate personnel.
14. Ensure adherence to best practices and City policies and procedures.

35% B. Manage the City's Records Management & eDiscovery Programs

1. Manage the Records Management program for the City of Madison. Ensure compliance with public records laws, MGO 3.70 and APM 3-6. Recommend updates to the ordinance and APM as needed.
2. Assess and resolve individual or systemic issues related to the City's Records Management and eDiscovery program policies and processes.
3. Oversee the program transformation of agency records management processes to sustainable electronic management processes and policies.
 - a. Ensure compliance with Wisconsin Department of Administration Chapter Adm 12 requirements regarding electronic records storage.
4. Manage the City of Madison General Records Retention Schedule. Assist City agencies with determining appropriate retention/dispositions for records and process Record Disposition Authorization requests through the Public Records Board (PRB).
5. Manage the annual/semi-annual destruction/transfer cycle for physical records for all agencies.
6. Provide records-related expertise to all technology acquisitions.
7. Liaison with the Public Records Board, State Record Center, and Wisconsin Historical Society.
8. Provide leadership to the City's Records Custodians and Coordinators.
9. Determine training needs of the City's Records Custodians and Coordinators and provide needed resources.
10. Develop public records request policies and procedures in cooperation with the City Attorney's Office.
11. Manage eDiscovery and public records requests for email for City agencies.
12. Act as Records Custodian for Information Technology.

5% C. Internal Administrative Tasks

1. Train and stay current on industry standard technologies as needed.
2. Attend team meetings.
3. Maintain records, prepare status reports, and document communications
4. Develop and deliver progress reports, proposals, requirements documentation, and presentations.
5. Include racial equity and social justice considerations in projects and initiatives.

5% D. Oversee continuity-of-operations plans related to City data and records.

1. Support the continuity of City technology operations in the event of a disaster.
2. Develop and maintain plans for the restoration of the City's physical records in the event of disaster or damage.

12. Primary knowledge, skills and abilities required:

Knowledge of project management concepts and practices. Knowledge of ITIL® best practices and strategies. Knowledge of public records management and eDiscovery methods, policies, and legal requirements. Ability to problem solve, apply logic, and perform process identification and critical thinking. Ability to implement third-party software purchases from evaluation to production. Ability to determine customer needs and define the scope of projects. Ability to learn computer software packages and adapt to specific user applications quickly and effectively. Ability to plan for system scalability, growth, and budget requirements. Ability to communicate and work effectively with users, department staff, vendors, and consultants. Ability to work in a team environment. Ability to develop realistic estimates, establish realistic schedules and meet deadlines on a consistent basis. Ability to work independently, manage multiple projects on an ongoing basis. Ability to plan and prioritize work assignments. Ability to facilitate projects, recommend change and communicate methods. Ability to work with both users and project team members to resolve problems in a timely and effective manner. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to communicate effectively in writing and orally. Ability to work well under pressure. Ability to maintain adequate attendance.

13. Special tools and equipment required:

None

14. Required licenses and/or registration:

None

15. Physical requirements:

Keyboard Skills

16. Supervision received (level and type):

Work is performed under general supervision of Sarah Edgerton, IT Director

17. Leadership Responsibilities:

This position: ☐ is responsible for supervisory activities (Supervisory Analysis Form attached).
☐ has no leadership responsibility.
☒ provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- ☒ I prepared this form and believe that it accurately describes my position.
- ☐ I have been provided with this description of my assignment by my supervisor.
- ☐ Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- ☐ I have prepared this form and believe that it accurately describes this position.
- ☒ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- ☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- ☐ Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.